



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.61	5.15	3.75	4.50
B. Operator Answer Time - Information [730.510(a)(1)]	5.15	4.82	4.77	4.91
C. Repair Office Answer Time [730.510(b)(1)]	113.00 *	61.00 *	162.00 *	112.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	152.00 *	173.00 *	192.00 *	172.33 *
E. Percent of Service Installations [730.540(a)]	95.00%	97.00%	95.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	77.00% *	83.00% *	84.00% *	86.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.30	2.40	2.50	2.40
H. Percent Repeat Trouble Reports [730.545(c)]	11.00%	10.00%	10.00%	9.00%
I. Percent of Installation Trouble Reports [730.545(f)]	11.00%	10.00%	2.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	454	348	308	370
K. Missed Installation Appointments [730.540(d)]	102	70	92	88

**Comments**



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